E-Government
Enterprise Directory

Roll-out Implementation Plan
Workshop

Prepared By

Specialized Technical Services - STS

Workshop Notes

Date: September, 29, 2002

Place: Specialized Technical Services

Time: 10:00 am – 3:00 pm

Attendees: STS Team: Sadeq Shunnar

Husam Katkhuta

Momen Al-Ashram

Iyad Soboh

Hassan Abukuppeh

AMIR   Abed Shamlawi

Project Mgr.   Fadi Meri

MOICT   Shihab Shobaki

MIT   Areej Zeidan

Mohammad Ayed Abuasal

MOP   Ahmad Al-Alwan

Najeh Abdallah

MOGA   Majed Ziadat

Introduction

The workshop started with an introduction presented by Mr. Sadeq Shunnar. He presented the participant with an overview of the initial rollout mechanisms and the points of concern and challenges that could face all teams.

Following the introduction, Momen Al-Ashram presented a general description of the Enterprise project layout. He explained the physical structure of the E-Government Enterprise layout and its relationship with its components.

Sadeq Shunnar then began a detailed discussion of the actual rollout plan. Major areas that were covered were:

1. **Clients' computers upgrade and replacement issues.**
   1.1. Ram upgrades were discussed where all participating client computers will be brought up to a minimum of 128 MB of Ram or higher.
   1.2. Computers that were not equipped with a strong enough CPU would be replaced with new computers as per the list decided by AMIR/MOICT. This list will be sent for your verification.
   1.3. Windows 2000 Professional will be installed on the new or upgraded PC's along with all other PC's joining the Domain as per the list mentioned above.

2. **Server migration / upgrade / replacement.**
   2.1. Each ministry represented in the workshop presented the participants with a general idea about their current server infrastructure. Plans for possible server migration, upgrade, or joining the new domains were discussed.
   2.2. Some issues of server independencies and security were brought up and the possibilities of retaining the current servers roles. Ministry of Finance had a security issue with on of their servers were the possibility of not joining that server to the new domain was discussed.
   2.3. Applications currently running on the servers were discussed in details with each ministry represented. Possible migration or the need to upgrade those applications was also brought up.

3. E-mail lists

3.1. A list of the users to be included in the Exchange e-mail services will be sent to ministries for verification.

4. Clients Back-up strategy

4.1. Ministries representatives were informed of their responsibility to back-up all clients' data.

4.2. Ministries were advised that clients' personal data and personal PC configurations needed to be addressed. STS team advised the representatives that their back-up policy should only address major applications and data folders.

4.3. Data back up and restoration needed to be performed in a manner were it could be restored on a windows 2000 operating system.

4.4. Data restoration process needs to be ready immediately following the upgrade or the installation of Windows 2000 Professional on the clients PC's.

5. Servers Back-up strategy

5.1. Ministries were informed of the need to provide information on all applications and data to the STS team to be tested for migration compatibility on a Temporary server and a Temporary client environment.

5.2. All data and application will then be migrated from the Temp. servers (provided by STS) to the Real Servers (provided by the ministries), using NetIQ.

5.3. Some NT 4.0 servers were discussed in terms of the need to upgrade to Windows 2000 first then migrate to the domain or whether to join the domain first as NT 4.0 then do the upgrade.

5.4. On some Novel servers, issues with some of the application on their clients were brought up. A separate meeting could be arranged to discuss these issues.

6. IP addressing

6.1. Ministries need to provide a list of their existing IP addressing scheme (Network Layout).

6.2. Ministries would eventually be provided each with a class B IP address. Each ministry would then have to subnet to provide for its LANs, WANs, and may be their remote sites and offices.

6.3. Ministries were advised that they could already begin implementing a unified IP addressing scheme to ease migrations. STS is willing to review these schemes and provide some input on the how to and why.

7. Personnel Information

7.1. Ministries were informed of the current status of data collection of the personnel information.

7.2. The need to update those lists was discussed and the representatives were advised to follow up with the Data collection assigned liaison.

7.3. Lists and Excel sheets will be sent to the ministries for updates.

7.4. The issue of conflicting Title VS Position was brought up. All participants seem to agree the attribute should reflect the actual work being performed by the individual rather that his official title or rank.

7.5. An English translation of these Positions or Titles was discussed and the ministries were asked to provide that.

7.6. Personnel names needed to be available in English. This is crucial since all User names and Exchange E-mail lists will be done in English.

7.7. This information needs to be provided to STS by the end of this week at the latest.

8. Physical Infrastructure

Mr. Fadi Meri presented the participants with an overview of the planned physical infrastructure of the whole Government Enterprise. WAN links, VPN, and Internet links were discussed.

Workshop Summary

The workshop was summarized in the following main points:

1. **Network Changes**
2. **Client Changes**
3. **Server Changes**
4. **Domain Changes**
5. **Personnel Information**
6. **Resources**

These points are explained in details:

1) Network Changes:
   a) A questioner would be sent in 10 days to all ministries for IP addressing scheme (Network Layout).
   b) Ministries need to plan for an IP addressing scheme and be ready in 10 days.

2) Clients Changes:
   a) Clients' applications must meet Windows 2000 requirements.
   b) Ministries will receive a list to fill out detailing all clients' applications, PC hardware and locations of these computers. This list will be electronically mailed to the ministries and need to be returned by the 10th of October.
   c) Back up and restoration procedures must be addressed and performed. The personal profiles, settings, and configurations back up is to remain the responsibility of the clients.
   d) Back up policy should take in consideration making 2 sets of tapes if tapes were used, or Use a network location for centralized back up and restoration.
   e) A list of client computers needing Ram upgrade will be provided to the ministries.
   f) A list of clients computers needing replacement will be provided to the ministries.

3) Servers Changes:

    a) A survey of Servers will be sent to all ministries to be filled out and to cover all servers present in their ministries.

    b) Ministries need to evaluate and resolve issues with servers and the migration effects on them in terms of IP address effects to joining the domain effect.

    c) A decision to migrate or to upgrade or otherwise must be made on all servers.

4) Domain Changes:

    a) Ministries were informed that STS would provide 2 Servers for each ministry to set up the Temporary domain.

    b) Ministries were informed of the need to provide 2 Servers each. These servers would be used to migrate the domain to them from the Temp domain and eventually join the Enterprise.

5) Personnel Information:

    a) Names of Personnel must be provided in English by the 3rd of October.

    b) Positions of Personnel must be provided in English by the 3rd of October.

    c) National Identification Number must be provided by the 3rd of October.

6) Resources:

    a) Ministries were advised of the need to plan for and provide the resources needed to perform the tasks described above.

    b) Some ministries indicated the need for more staffing to perform the tasks while others did not.